



manningham
HOUSING ASSOCIATION

Tenant Scrutiny Forum Terms of Reference

Purpose

The Tenant Scrutiny Forum is made up of our tenants who meet three per year to work with and support Manningham Housing Association to help us continuously improve our services to tenants.

What is the remit of the Tenant Scrutiny Forum?

1. Analyse and evaluate a bi-annual report which will show MHA's performance in dealing with complaints in-line with our agreed procedures.
2. Review a number of anonymous complaints to understand how these have been dealt with
3. Conduct a series of scrutiny projects agreed by Customer Experience Committee (CEC)
4. Recommend changes/improvements in order to ensure that any learning outcomes are implemented
5. Report to the Customer Experience Committee on the work of the Customer Scrutiny Forum

Who will be a part of the Customer Scrutiny Forum?

Members of the Customer Scrutiny Forum will be selected from the Customer Panel and/or from our tenant community. The forum will comprise of no more than six but no less than four tenants. The Forum will also have in attendance a member of staff from Manningham Housing Association for support and advice:

Meetings

1. The Forum shall scrutinize a minimum of two projects a year, which may require a minimum of two meetings per project.
2. Each meeting shall be minuted and the minutes will record the conclusions of the forum.
3. Documentation for meetings will be made available to members a minimum of one week in advance.

Membership

The Tenant Scrutiny Forum is recruited from the membership of the Customer Panel and/or from our tenant community. This is done on a voluntary basis and based on the relevant skills and experience for the role.

Skills and Abilities

Representatives of the forum who are nominated or volunteer as a member of the Customer Panel must demonstrate the relevant skills and compliance with MHA's policies and procedures.

Provision for training will be made by MHA to ensure forum members hold the appropriate skills and knowledge required to carry out the work.

Understanding of current policies e.g. Data Protection etc. should be signed off by those involved in the Forum.

Member Conduct

Members at all times must: -

- Be courteous to each other and support and assist other members to achieve the best possible solutions;
- Allow each other the opportunity to speak and comment;
- Follow the guidance of the Facilitator in the conduct of the meetings;
- Accept that the purpose of the meeting is to benefit customers generally and not specific individuals;
- Recognise the rights of individual customers and the role of Manningham Housing Association's employees;
- Operate within the rules laid down in these guidance notes.

The Forum may treat deliberate or frequent breaches of the code as grounds for recommending removal from the Forum.

Remuneration for Forum Members:

£50 lifestyle voucher per member for completion of each scrutiny project.

Personal Interest

Members of the Forum must not expect favourable treatment by officers nor should they be treated any less favourably.

Members must declare any potential conflict of interest.

Discrimination

Manningham Housing Association strives to ensure that there will be no discrimination or unfair treatment on the grounds of gender, race, colour, ethnic or national origin, religion, sexual orientation, marital status, age, disability, social position, politics, trade union membership or social disadvantage. We aim to ensure that everybody is treated equally and has equal opportunity to receive the services we offer.

This stance is defined in our Equality, Diversity and Inclusion Strategy and extends to cover all aspects of resident involvement including membership of and participation in the various MHA governance structures, panels, forums and committees.

Data Protection

MHA adopts an ethical approach of being transparent, open, and honest, and will seek customer consent for the use of personal data where it is required. We will always treat the issue as not simply one of compliance but have a clear strategy for the use of tenant's personal data, how we process it, retain it and remove it effectively.

Confidentiality

From time-to-time, Forum members will acquire and have access to confidential information and information that has not yet been made public or may not be made public. When members are advised that information is confidential, it must not be disclosed to other people under any

circumstances. By being a member of the Customer Scrutiny Forum, you are in agreement that such information will not be disclosed. Such information must not be used for personal gain.

If information is provided for any circumstances (meetings, extraordinary hearings, etc.), once the information is no longer required members must dispose of it securely; hard copy packs must be given back to MHA Administration Assistant for secure disposal and electronic packs can only be sent to tenants with a MHA email, once the project has concluded emails must be deleted.

Other areas that the Forum must be aware of to maintain confidentiality are:

- Members shall exercise discretion and care in performing their duties and responsibilities.
- Members shall abide by their commitment to confidentiality and comply with the Terms of Reference.
- Matters pertaining to individuals shall be treated as confidential.
- Members shall respect the confidentiality of customers and residents, the staff and the organisation, and are expected to always maintain confidentiality.
- Information about individual customers, staff, contractors and residents will not be discussed outside carrying out the role of a Forum member.

Terms of Reference	Customer Scrutiny Forum
Date Sent to the committee	July 2025
Updated	January 2026
Next Review date	August 2026
Lead Officer	Director of Operations